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A CAHNERS PUBLICATION

AUGUST 1991

SECURITY

THE MAGAZINE FOR SECURITY MAKERS

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Barry E. Marsh, CPP
Manager of Security
Bell Helicopter Textron Inc

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 8/AUGUST 1991

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SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. **Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377.** *SECURITY* copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to *SECURITY*, 44 Cook St., Denver, CO 80206-5800. *SECURITY* is a registered trademark of Reed Properties Inc., used under license.

SECURITY NEWS

Reports and incidents that impact security.

MANAGING CHANGE

ISMA Head Comstock Speaks Out

"If security doesn't demonstrate added value, neglects the synergy of technology and fails to bring changing issues together, then security will downsize to extinction," warns Rodger H. Comstock, newly-elected president of the International Security Management Association (ISMA).

Comstock, president of Burns International Security Services, Parsippany, N.J., heads an association of about 200 private security company executives and corporate security professionals. Change was on the minds of ISMA members at their spring meeting. "A significant number of our members are doing more with less, downsizing," he tells SECURITY Magazine. "The key today is to think like the CEO, connect with the challenges, find ways to manage organizations more successfully."

Burns President Rodger Comstock elected ISMA president.

TV's Palace Guard dramatizes hotel security.

IMAGE MAKING

Hotel Security Now TV Series

Hotel security gets television network treatment next month with CBS TV scheduling Palace Guard as a one-hour drama series.

D.W. Moffett stars as a thief-turned-security manager for an international chain of luxury hotel resorts. Released early from Attica for good behavior, Moffett is hired by the Palace Hotel magnate, who quickly teams him up with the Palace's vice president of public relations, a former B-movie queen played by Marcy Walker.

QUALITY

Consultants OK Officer Standards

At its annual meeting, the International Association of Professional Security Consultants (IAPSC), with headquarters in Largo, Fla., approved a landmark set of contract officer standards.

The American Society for Industrial Security (ASIS) has invited IAPSC to present its standards at the ASIS conference in mid-September, says Ray Chambers, IAPSC executive director.

FIRE TRAPS

Neglected Federal Buildings

A scathing report by the General Accounting Office (GAO) on the condition of 1,628 federally-owned buildings characterizes many as unsafe, unhealthy fire-traps.

Charging the General Services Administration (GSA) and Congress shirk their duty, neglect maintenance and dodge modern life safety systems, GAO lists "fire traps" nationwide. The report took aim at the Pentagon where deterioration led to a Defense take over of facilities management from GSA.

BRIEFS

Vincent N. Decerchio, director of security and safety, Bucknell University, Lewisburg, Penn., was named "Person of the Year" by The Bucknellian campus newspaper. Decerchio's work, according to the paper, resulted in an enormous shift in student attitudes toward security. **A gang of thieves pistol-whipped one security officer and tied up another** in a failed attempt to steal cellular telephones from a Chicago suburban Motorola plant. The phones contain electronic serial numbers, making such merchandise difficult to fence. **Fires cost $120 billion annually, according to John W. Lyons, director of the National Institute of Standards and Technology,** who recently addressed the National Fire Protection Association meeting in Boston. **J. Allison DeFoor II has joined The Wackenhut Corp. as senior vice president of Wackenhut Monitoring Systems Inc.** The new operation will use electronic systems to monitor persons under house arrest, parole, probation or other restrictive situations.

There's strong purchase planning in access control this year.

THE WRITING'S ON THE WALL

Reducing property crime entails using existing resources to their potential.

By Brenda Moss
Associate Editor

Employee theft. Burglary. Trespassing. Vandalism.

These property crimes repeatedly rear their ugly heads throughout industry and the workplace. The symptoms of such crimes are universal: money, merchandise and information leaks; unauthorized "visitors"; broken fixtures and furniture; and graffiti.

The number of property crime incidents is holding steady or increasing for most organizations, says a recent SECURITY Magazine survey. The good news is that security can eliminate or dramatically reduce incidents within weeks of identifying the problem.

It's Who You Know

Employees — not vandals — commit the most property crime, says SECURITY Magazine's survey.

Accessibility is the cause. Unlike after-hours vandals who must await the ideal opportunity to strike, employees, visitors and vendors have at least eight hours a day to steal from and vandalize the premises.

Pre-employment screening helps reduce the chance that employers will hire workers who will contribute to property crime problems, says Jim Cawood, CPP, CFE, president, Factor One, San Leandro, Calif.

"Across the board, companies aren't consistently screening employees — especially temporary employees," Cawood says.

Cawood says employee theft perpetuates due to organizations' lack of centralized incident reporting procedures.

"Security must require that all incidents be reported to one person who will document, coordinate and analyze the information," Cawood says. "Enter the time, date and location of all incidents on a computer and look for patterns."

Vandalism is another property crime that's committed by employees as well as intruders. Disgruntled employees — not "accidents" — may be the cause of broken sinks and toilets, for example.

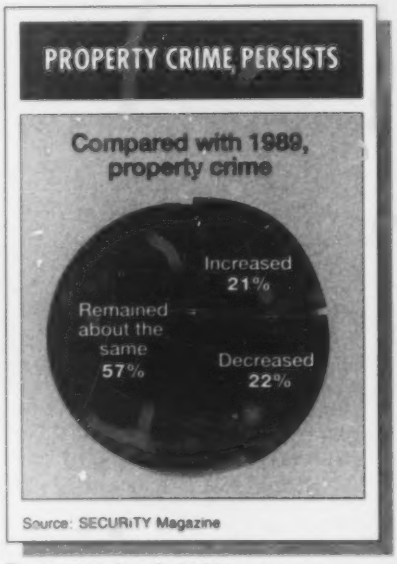
Survey the Setting

Seeing is believing. That's why it's important for intruders to see your organization's security investment.

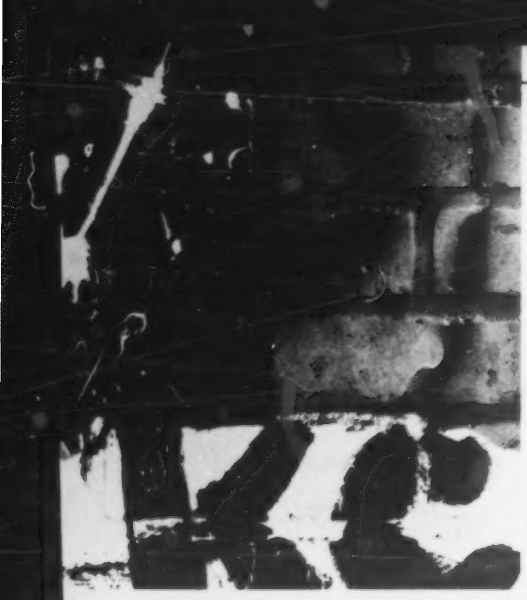
CCTV cameras signal a security presence, and intruders are less likely to execute a plan if one is staring at them. Gates, fencing and access controls signify restricted areas. Effective lighting deters intruders — or lights the way to the assets.

"The greatest crime deterrent is surveillance. Somebody, however, must be monitoring," says Paul Dubois, Tomasi-Dubois and Associates, Los Gatos, Calif. "Don't put a camera in a parking lot if nobody's going to monitor it. If someone gets attacked in a lot and nobody was monitoring, you're up for liability problems."

Mirrored glass and opaque camera



Property crime is holding steady or increasing for most organizations.



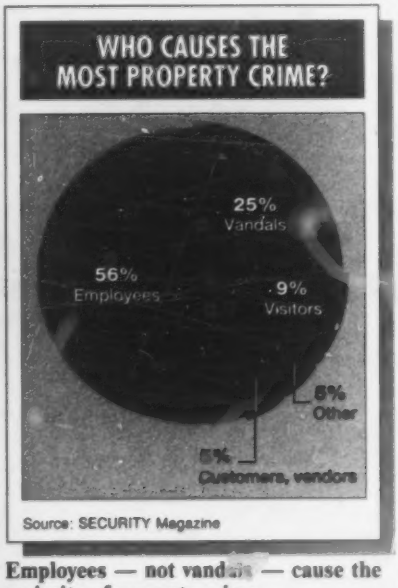
domes have their place, Dubois says, but he favors such covert measures only when aesthetics are a concern.

Buried and microwave sensors also deter property criminals if — once again — somebody's paying attention at the central station. Dubois suggests linking video systems to sensors. A sensor alarm activates cameras, and an audible tone can alert the central station officer to watch the action on a designated monitor.

Security technology helps deter property crime committed by outsiders. Refined procedures, however, are the key to cutting down internal incidents.

"Good procedures may be more important than system design," Dubois says.

Evaluating all departmental procedures helps security "patch up the holes" that lead to property crimes.



Employees — not vandals — cause the majority of property crime.

Dubois suggests taking a closer look at the following:

- Damaged merchandise procedures and reports. Are the parts really defective?
- Procedures for employee purchases. Where do employees' packages go following the purchase? An effective solution: Require employees to pick up packages at the employee exit door.
- Cardboard box disposal. Organizations which crush or recycle boxes decrease the likelihood the boxes will become vehicles for stolen goods.

Layout Protection

Building layout makes or breaks an organization's vulnerability to property crime.

Technology is the icing on the cake when building layout works in favor of its occupants. Maximize natural surveillance — the use of all employees to keep an eye on activity — by seating them near windows facing entrances and parking lots. Effective layout also reduces the need for redundant CCTV and access control equipment.

"Save the CCTV cameras for areas which lack natural surveillance. These are often the places people aren't supposed to be, anyway," says Bruce Ramm, president, Security Design Concepts, Orange, Calif.

Ramm suggests working toward an office circulation system which minimizes access control dependency and logically directs traffic flow.

"Department placement is critical. If employees have to pass sensitive areas such as research and development to get to the break room, you're creating a situation where they have the right to be there," Ramm says. "Security must educate the facilities manager or architect about problems with layout as well as with technology. It's more appropriate to have the personnel office next to the break room."

Method of inventory distribution affects employee theft incidents, Ramm says. He advocates individual work station delivery for tools, parts or other necessities, rather than walk-up inventory requests.

"Employees who care about what's been delivered to their work stations are less likely to steal." Ramm says. □

For More Information

Factor One	Circle 176
Security Design Concepts	Circle 177
Tomasi-Dubois and Assoc.	Circle 178

Off-the-Wall Procedures

Graffiti is a disease. Its presence tells visitors, clients and employees there's something wrong with security's health.

Graffiti, like other property crimes, is preventable. Lighting and landscaping are two basic — yet crucial — deterrents.

Two- or three-foot hedges — especially thorny or dense shrubbery — work as barriers along windows and walls. Visit a nursery for help with an aesthetic, effective choice.

Clinging vines against buildings also cut down on graffiti. The vines may take years to grow, however. In addition, vines require proper upkeep to avoid maintenance problems.

Lighting is another graffiti deterrent. Floodlights installed in a parking lot or on a nearby pole are more effective against vandalism than lights mounted against buildings, says Security Design Concepts' Bruce Ramm. Be sure shrubbery doesn't interfere with the light's path.

"Flood lights illuminate the entire wall and the vandal," Ramm says. "From a law enforcement standpoint, it's more desirable if the light is shining against a building instead of into officers' eyes."

Facilities in graffiti-prone areas may choose to buy anti-graffiti paint. The paint allows for easy removal of vandals' artwork. The cost is steep, however; use it on walls most prone to vandalism.

Business Boosts Use of Document Destruction Equipment

More sensitive documents need shredding to protect company assets.

By Bill Zalud
Editor

Nearly nine of ten firms with a security function use document destruction equipment. One in five will purchase more this year. Shredders are most popular with industrial and government segments, according to a SECURITY Magazine national survey.

More Sensitive Information

"Companies create more documents every day," comments Larry Lorenz of Cummins-Allison, Mount Prospect, Ill. "Information is more sensitive because of competition, privacy and accounting requirements."

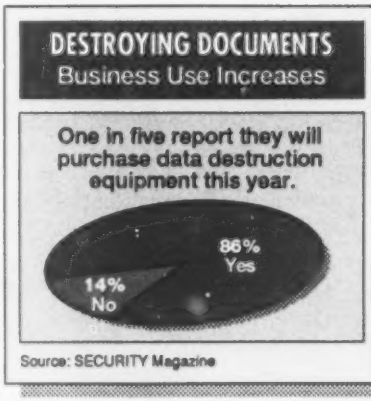
Cabinet door hides shredded paper in Michael Business Machines Destroyit.

Bernie Williams of Schleicher & Co. of America, Sanford, N.C., agrees, pointing to recent court rulings which emphasize that organizations must properly dispose information.

Yet due diligence and snooping competitors don't always lead to shredding. "If it isn't convenient, it won't be used," observes Lorenz, who suggests making shredders handy and buying units resistant to breakdowns and jams.

To ensure reliability, most experts advise business users to steer clear of office supply houses. "Buy through a manufacturer and read and understand the written warranty," says Robert Wagner of Allegheny Paper Shredders Corp., Delmont, Penn.

Wide feed opening handles various documents in Allegheny J-Series.


DESTROYING DOCUMENTS
Business Use Increases
One in five report they will purchase data destruction equipment this year.
86% Yes
14% No
Source: SECURITY Magazine

A vast majority of businesses now use shredders to destroy documents.

Holly Wilson of Michael Business Machines, North Charleston, S.C., urges buying for tomorrow instead of today. "Plan for heavier use than you think. Shredding can be addictive — and that's good."

Also look for systems with varied output. "Decide how confidential the information is," advises Ted Valentovitch of L&F Industries, Huntington Park, Calif.

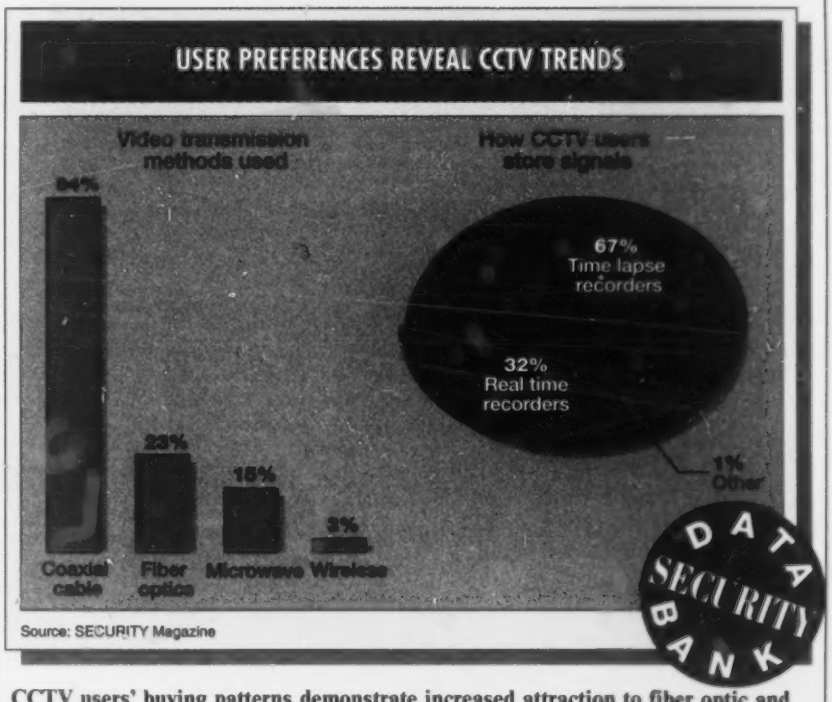
A step up are disintegrators, which, according to Leonard Rosen, president, Security Engineered Machinery, Westboro, Mass., destroy products and trade secrets. □

For More Information

Allegheny Paper Shredders Corp.	Circle 179
Cummins-Allison	Circle 180
L&F Industries	Circle 181
Michael Business Machines	Circle 182
Schleicher & Co. of America	Circle 183
Security Engineered Machinery	Circle 184

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.



CCTV users' buying patterns demonstrate increased attraction to fiber optic and time lapse benefits. Older transmission and storage methods still lure a following.

CCTV

CCTV Users Transmit Clear Signal: Newer Technologies Attract Buyers

Technologies which boast flexibility, convenience and enhanced performance tug at the heart strings — and budgets — of first-time shoppers and veteran buyers alike.

CCTV buying patterns show enthusiastic support for newer video transmission methods, says SECURITY Magazine's 1991 Second Quarterly Telephone Survey. Among survey respondents, 60 percent use fiber optics, microwave, twisted wire, infrared laser or wireless technologies to transmit video. Additional findings show that time lapse recorders beat real time recorders as the signal storing method of choice.

Coaxial cable, which dates back to the 1950s, still maintains the strongest showing for transmission: 84 percent of CCTV users employ these cables. Fiber optics' convenient installation and flexibility challenges coaxial cable's stronghold as users seek a medium which is capable of carrying audio, control signals and access control data as well as video. Industrial users go for fiber optic transmission more than other methods.

More than two-thirds of survey respondents purchase time lapse recorders to store CCTV signals. Real time recorders continue to attract more than 50 percent of financial users.

An average 11 percent of respondents do not store CCTV signals. Among government users, 20 percent do not store signals.

Company size and number of employees have little effect on transmission or storage method chosen.

INFORMATION SECURITY

Info Security Demands Full-Scale Commitment

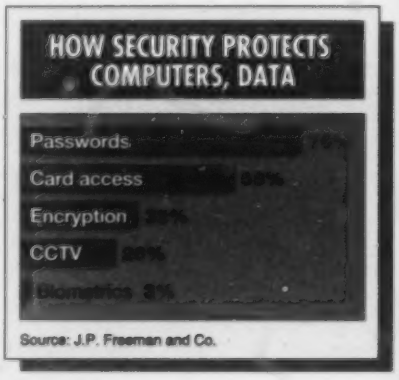
Securing information entails more than conducting a two-hour training session for security personnel.

"PC capacity brings the disciplines of many people throughout an organization together," says Joe Freeman, principal, J.P. Freeman and Co., Newtown, Conn. "MIS people must now understand law enforcement and physical security to comprehend what security needs its computers to do."

J.P. Freeman's study, *The Integration of Physical and Information Security*, finds that accidental interruptions — specifically, those related to weather conditions and power failures — surpass equipment theft and viruses as the greatest risk to information security professionals.

The study also lists problems which currently pose the least risk to information. Equipment damage, network and LAN vulnerability and data damage are among these problems. Network vulnerability, however, ranks as a more serious concern for the future as networks continue to expand.

Passwords are most used when it comes to the technology and procedures which protect computer equipment. Card access is a popular choice for protecting mainframes from unauthorized use. Software and photo IDs commonly provide information security, too.



Passwords are the most common information security measure.